



Receptionist

Part-time - 25 hours/week

**Monday - Friday with some weekends during legislative sessions
(7:30 a.m. - 12:30 p.m. or 12:30 p.m. - 5:30 p.m. shift, onsite position)**

POSTING NUMBER **21009**

DATE POSTED **August 20, 2021** APPLICATION DEADLINE **September 2, 2021**

DEPARTMENT Administration Division/Human Resources Section

SALARY \$1,770.83 per month.

DESCRIPTION Performs routine receptionist duties. Work involves placing, answering, transferring, and logging calls, receiving visitors, providing general information, tracking locations of key personnel, and providing information about the council. Assists with scheduling of conference and training rooms. Provides clerical assistance and project support to department management or other council divisions and departments, as requested. Performs work under direct supervision of the human resources manager.

RESPONSIBILITIES Primary responsibilities for this position include:

- Placing, answering, and transferring local and long-distance calls using a telephone console.
- Screening and logging required calls.
- Relaying phone messages using a computer messaging system.
- Greeting callers, answering general questions, and directing callers to appropriate staff.
- Receiving visitors and notifying appropriate staff of their arrival.
- Referring callers or visitors to services or resources at other agencies or organizations.
- Tracking location of key personnel and maintaining contact if necessary.
- Scheduling agency conference and training rooms.
- Providing evening receptionist service as needed.
- Performing other duties as assigned.



QUALIFICATIONS

Considerable experience in general office work, including using a multiline telephone system, document copier, and computer equipment, is required. Training in software applications used by the legislative community, online messaging, and word processing software is preferred. A minimum of two years' experience in providing direct customer service is required. High school diploma or equivalent is required.

Minimum qualifications for this position include:

- Working knowledge of a telephone switchboard or console.
- Knowledge of office practice and administrative procedures.
- Knowledge of community resources for referral purposes.
- Knowledge of state government, particularly the legislative branch.
- Knowledge of agency services, policies, procedures, and operations.
- Knowledge of professional protocol.
- Skill in using Outlook correspondence.
- Skill in attention to detail and in providing accurate information.
- Skill in operating standard office equipment.
- Ability to use a computer and software relevant to assignment.
- Ability to follow brief oral and written instructions.
- Ability to establish and maintain effective working relationships with others.
- Ability to listen, understand, and relay material clearly and concisely, both orally and in writing.
- Ability to work well under pressure and be flexible.
- Ability to maintain professional appearance and demeanor.
- Ability to work overtime and flexible hours and to be available for on-call duty.
- Ability to be punctual and keep regular attendance.
- Ability to work effectively on a team, both as a leader and a member.
- Ability to behave in a courteous and professional manner toward members of the legislature, legislative staff, council employees, and the public.
- Ability to maintain confidentiality.

TO APPLY

To be considered, an applicant must submit a completed State of Texas Application for Employment (available on the council's website: <https://tlc.texas.gov/employment>).

Submit requested documentation by:

Email

TLCCareers@tlc.texas.gov (preferred method)

TEXAS LEGISLATIVE COUNCIL

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Fax

(512) 936-1064

Mail

Human Resources Office
Texas Legislative Council
P.O. Box 12128, Capitol Station
Austin, Texas 78711-2128

As a condition of employment, legal proof of authorization to work in the U.S. must be provided.

Requests for accommodation and/or services in the application process should be made to the above-cited contact.